MR. CHAIRMAN: You are trying to do that?

SHRI RAJESH PILOT: Yes, we are trying to do it.

DR. JINENDRA KUMAR JAIN: Since there is an urgency in the sphere of balance of payments crisis and everything, are you willing to specify sometime within which you will bring an amendment to the Act?

SHRI RAJESH PILOT: Sir, there are two ways of doing it. Anything which is immediately needed for the progress of the department or in the interest of nation, we can bring an amendment to that particular clause. But if you want to review the whole Act, then it will take some time. There is a Committee set up so that it is amended not for the next two or three years but for the next thirty-forty years so that we do not have to review it every five years or ten years. So it is a short term as well as long term planning. If the hon. Member has got anything in mind for a particular clause he is most welcome to write to me and I will take action on that.

MR. CHAIRMAN: Shri Rajni Ranjan Sahu.

Do you want to put question on Question No. 123?

SHRI RAJNI RANJAN SAHU: Yes, Sir.

S.T.D. facilities in Delhi

*123. SHRI S. K. T. RAMACHANDRAN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether there is any proposal to provide STD P.C.O. facilities in Tilak Nagar, Model Town and other places in Delhi where such facilities are not available;

(b) whether it is a fact that a large number of PCOs in Delhi are always faulty;

(c) if so, what steps are taken by Government to mitigate the grievances of the public;

(d) whether Government have taken any steps for speedy disposal of telephone complaints, which are inordinately delayed by the Telephone Department; and

(e) whether Government have any programme to replace the manual exchanges in rural area by Auto/Computerised exchanges?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) to (e) A Statement is laid on the Table of the House.

Statement

(a) Sir, 8 STD PCOs in Tilak Nagar and 2 STD PCOs in Model Town area are already functioning. In Delhi 516 STD PCOs are working as on date. These PCOs cover almost all important areas and localities in Delhi.

(b) and (c) Most of the PCOs in Delhi are normally operational. A few PCOs become inoperative some time due to vandalism, cable thefts and other reasons. All the PCOs are treated as important telephones and tested daily from the exchange. They are also inspected physically from time to time.

(d) Fault Repair Service is being progressively computerised to ensure better follow up of the complaints/faults. External and internal plants are also being modernised to reduce the incidence of complaints.

(e) Yes, Sir. All the manual exchanges are planned to be replaced by automatic exchanges by 1995.

SHRI S. K. T. RAMACHANDRAN: Sir, first of all, I seek your protection. There is no "Ramcandran" in the House, I think. I am Ramachandran. And who sabotaged this, I don't know.

MR. CHAIRMAN: They have changed it. An errata has been issued.

SHRI S. K. T. RAMACHANDRAN: Anyhow, I condone the error, Sir.

MR. CHAIRMAN: Your name is corrected now.

SHRI S. K. T. RAMACHANDRAN : Anyway, I condone the error.

SHRI JAGDISH PRASAD MATHUR: Do you condone it or condemn it ?

SHRI S. K. T. RAMACHANDRAN: I don't condemn it. Sir, you know the telephone system and how it is working in the country. In several sectors, especially in the rural areas, the network of telephone system is in a very deplorable condition. Often the lines become faulty. The whole system goes out of order. This morning I think our hon. Minister would have met a team of delegates from Udumalpet in Tamil Nadu. There, the system has gone dead not for one month or two months, but for a whole year or more than that. When the Department people were approached, they also accepted the faulty functioning or malfunctioning of the system. Not only that, when these people refused to pay the telephone bills, they agreed to that also. So, the Government is not only losing its prestige, it is losing revenue also. It has also been found that it is due to the cables of sub-standard material used in the rural areas. The receivers supplied to them are also very obsolete in model. My question to the hon. Minister is : Will the Government come forward to improve the working of telephones in rural areas especially in places like Udumalpet in Tamil Nadu ? What steps will be taken to improve the conditions in rural areas ? My next question is...

MR. CHAIRMAN: Are you putting both the supplementaries together ?

SHRI S. K. T. RAMACHANDRAN : This is my first supplementary. After the reply I will put the second supplementary... (*Interruptions*)... Mr. Kulkarni, you are seeing only the first part. You are not looking into the other part which relates to the rural areas.

MR. CHAIRMAN : Please give an answer, Mr. Minister.

THE MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF COMMUNICATIONS (SHRI RAJESH PILOT): I thought they are discussing it. Anyway, the hon. Member is concerned about the functioning of telephones in rural areas. I do agree with him that there are some shortcomings in the system. Sir, it is a new system we have started in the country and that is why the C-DOT also took a long time and we wanted instruments. In Delhi still repairs can be done but in villages till such time we have very solid instruments and solid functioning we will have difficulties. We need initiative; that is why the programme was also delayed. I am happy to inform you that it could be one of the cases where this complaint has come. Their delegation came to me, they did complaint today that it was faulty since long. I am looking into that particular case, but so far as rural serviceability is concerned, wherever I have checked up—the C-DOT exchange, especially the portable exchange—people told me in the villages that no other machine but this telephone set was working, *i.e.* the electronic exchange. It has been appreciated by most of the people and they say you throw it in dust, you throw it in any room, it continues functioning...

MR. CHAIRMAN: That type of instrument you put in Delhi also ... (*Interruptions*)... If you have that type of instrument, they want you to put it everywhere.

SHRI RAJESH PILOT: Sir, the capacity of the instrument is much less, 128 line of 56 lines. It is a small-capacity exchange, but I am serious about improving the rural connection. We have taken a lot of measures to improve it but it will take some time to really put it in a serviceable condition.

SHRI S. K. T. RAMACHANDRAN : Sir, today I have a very bad and bitter experience. My son is in Udhagamandalam. I wanted to get in touch with him and I dialled STD. His telephone number is 3393. Frequently I was getting either 3322 or 3344 and not 3393. Sir, leave alone that, the work does not materialise. They charged me for the wrong call. It is not my fault. It is the fault

of the system. If I am charged or the customers are charged for such faults for which they are not responsible, then it is just equivalent to penalising them. I would like to know what steps the Government will envisage to rescue the customers from such penalisation.

AN HON'BLE MEMBER: It is an agony.

SHRI S. K. T. RAMACHANDRAN: Agony and all sorts of attributes you can have.

SHRI RAJESH PILOT: Sir, I do agree that it does happen. I do share his feeling. But it is the system and you really cannot categorise like so-and-so call is wrong and so-and-so call is right. We have to bear with the system till we improve to that degree. Electronic exchanges are coming; a lot of devices are coming where we can rectify all these lapses or faults. But till that comes it is very difficult for me to say that tomorrow onwards we will have the system and the techniques available. But we are aware of it. We are having a lot of symposia and some more inputs in our system where it could guide us. Just now Pramodji met me and he gave me some iputs that there is a system where you can lock your instrument when you are going away so that no STD can be made by anybody and nobody will know about 8. I said, "they are good devices which we can always encourage in our system". So, I am aware of these problems and we are trying to remove them as early as possible whatever way we can.

MR. CHAIRMAN: Have you set right his own thing? He was trying to contact Udhagamandalam. He tried to contact his son by three calls to Udhagamandalam. So you will kindly look into it.

SHRI S. K. T. RAMACHANDRAN: I have to make payment for wrong calls. Will you reimburse?

AN HON'BLE MEMBER: Reimbursement by the hon'ble Minister?

SHRI RAJESH PILOT: Sir, I wanted to comment on it for half-an-our. You had been a Minister.

MR. CHAIRMAN: No, that is a long time back.

SHRI RAJESH PILOT: I would like to know whether this problem was there at that time or not and how you tackled it as a Minister.

MR. CHAIRMAN: Now times have changed. We are living in an advanced stage.

SHRI S. K. T. RAMACHANDRAN: My question still remains unanswered. I am requested to make payment for which no service is being done to me. I paid. Now is there any possibilty of getting the amount back?

MR. CHAIRMAN: That is right.

SHRI RAJESH PILOT: There is a small committee where we always forward such cases and instruct the deparment to see if it is wrongly done . . . (*Interruptions*) . . .

MR. CHAIRMAN: The committee will look into it.

SHRI RAJESH PILOT: . . and the amount is certainly returned back to the consumer of the line.

MR. CHAIRMAN: You appear before the committee and your complain has gone to the committee.

श्री रूनी रंजन साहू: सभापति, महोदय, मैं सीधा सवाल, जो दिल्ली से संबंधित है, उसके बारे में मंत्री जी से कहना चाहता हूं कि दिल्ली में पी. सी.ओ. प्रमख क्षेत्रों और स्थानों में सेवा प्रदान कर रहे हैं, यह बडी खुशी की बात है। मेरा प्रश्न है कि 516 एस.टी.डी., पी. सी.ओ. जो दिल्ली में काम कर रहे हैं, इनको लगाने के लिये मंत्रालय द्वारा क्या नार्म्स रखे गये हैं और किन मेकेनिज्म पर वह

काम कर रहे हैं ? इसके पीछे क्या योजना है ? किन-किन परिस्थितियों में कहां पर एस.टी.डी., पी.सी.ओ. लगाया जायेगा, इस पर मंत्री महोदय प्रकाश डालने की कृपा करें।

(ख) आगे के लिये मंत्री महोदय की क्या योजना है और 516 के अलावा क्या इस तरह के एस.टी.डी., पी.सी.ओ. और दिल्ली में लगाने का विचार हैं या नहीं ?

(ग) क्या ऐसी सुविधा मुज्जफरपुर और पटना जैसी जगहों पर भी उपलब्ध कराई जायेगी या नहीं ?

श्री सभापति : और 'घ'।

श्री रजनी रंजन साहू : "घ" यह है कि कम से कम मंत्री जी को चाहिये कि अगर एक एम. पी. चिट्ठी लिख दे कि मेरे इतने नम्बर कालस का गड़बड़ हुआ है, तो उसका पैसा बिना कमेंटी में भेजे, वे वापिस कर दें, इस पर उनको ध्यान देना चाहिये।

श्री सभापति : एम.पी. की बात वैसे ही मान ली जाय ?

श्री रजनी रंजन साहू : इस लिये मैं मंत्री जी से आग्रह करूंगा कि वे इस पर विचार करें कि अगर एम.पी. चिट्ठी लिख दें कि मेरे इतने काल गलत बिल हुए हैं, तो उसका पैसा वे रिफण्ड करा दें।

श्री राजेश पायलट : सर, पी.सी. ओज. की जो बात है, इसको हम लोग और ज्यादा बढ़ाना चाहते हैं। जिन लोकेलिटीज में जहां हम इंडिवीजुअल टेलीफोन की सुविधा नहीं दे पाये, कम से कम उन लोकेलीटीज में और उन कालोनीज में हम पी.सी.ओज. की सुविधा दे दें। इस पर कोई सीमा निर्धारित नहीं है।

श्री सभापति : यह एस.टी.डी. फेसिलिटी वाली बात है।

श्री राजेश पायलट : एस.टी.डी. फैसिलिटी भी उसी में है, सर, एस.टी.डी. पी.सी.ओज. अभी हम लोगों ने क्या कर रखा है कि जहां पोपुलेशन दस हजार के करीब हो, वहां पर लोकल लोगों की एस.टी.डी. की जो डिमांड आती है, इस पर कोई रिस्ट्रेक्शन नहीं, जहां लोग मांग रहे हैं, उनको दे रहे हैं और यह जो हमारी 516 की फिगर है, यह भी रोज बढ़ रही है। मैं ने खास तौर से अधिकारियों से बात करके जो बेरोजगार नौजवान हैं, जो हैण्डीक्रेप्ड है, उन लोगों को हम यह खास तौर पर दे रहे हैं, जिससे वे बेचारे अपना रोजगार भी कर सकें और लोगों की सेवा भी कर सकें। सो इसको हम विस्तार से करना चाहते हैं, जितना ज्यादा से ज्यादा बढ़ जाये... (**व्यवधान**)

श्री सभापति : पटना में भी करेंगे, आप ?

श्री राजेश पायलट : लेकिन इकोनोमिकली, कामर्शियली भी वाइबिल हो, जिससे डियार्टमेंट को घाटा न आना शुरू हो जाये और बिल्कुल घाटे में न चले जायें, तो बहुत बेलेंस एप्रोच हम लेकर चल रहे हैं। दूसरी बात माननीय सदस्य ने मुज्जफरपुर की कही है, सर, यह सारे देश के लिये... (**व्यवधान**)

श्री सभापति : पटना की भी कही है।

श्री राजेश पायलट : पटना और मुज्जफरपुर सभी जगह के लिये यह स्कीम है और हर सर्किल में हमने हिदायत दी है कि इनको ज्यादा से ज्यादा प्रोत्साहित करें, जिससे लोग इसका फायदा उठा सकें।

तीसरी बात माननीय सदस्य ने बिल के बारे में कही है। मेरा अनुमान है कि अगर हम इसको यों करेंगे कि मेंबर आफ पार्लियामेंट ने लिखा है, उसे माफ कर दें, तो और नागरिक इसका बुरा मान सकते हैं कि एम.पी. साहब लिखते हैं तो उसको तो माफ कर देते हो और हमको नहीं करते हो, तो वह ठीक नहीं

रहेगा । लेकिन हम खास तौर से जो ऐसी शिकायतें आती हैं, उन्हें बहुत खास तौर से दिखाकर जल्दी से जल्दी दूर करने की कोशिश करते हैं ।

श्री यशवन्त सिन्हा : जल्दी से जल्दी मत कीजिये ।

SHRI MD. SALIM : Sir, the scope of the question has been extended by the original question itself. In the answer provided by the Minister he said in Delhi 516 PCOs are working as on date. He has committed himself to extending the telephone facilities to the rural areas. My question concerns with small towns where the STD facilities are already there but there are no PCOs with the STD facility. I want to ask the Minister whether he is ready to consider providing STD facilities at least in post offices, that is, the PCOs there can be provided with STD facility. This is my first question. My second question is...

MR. CHAIRMAN: You can ask only one question. You can say that is part (a) of the question and now you have part (b)—a euphemism the putting a second question.

SHRI MD. SALIM : Part (b) of my question is this. Fault Repair Service is being computerised step by step. Now I have a telephone number in my name. It is interesting, everyday I am getting calls meant for another Member of Parliament. The callers are being served with my number through 197 service when they request for the number of some one else whose name is something very close to mine. Some Ministers and newspaper people are asking me whether I am joining the Congress. Today one Cabinet Minister asked me how I was planning to join the Congress...

MR. CHAIRMAN : If somebody wants you to join the Congress, what can you do ?

SHRI PRAMOD MAHAJAN : Whose number is it ?

SHRI MD. SALIM : That I won't tell you... (*Interruptions*)

SHRIMATI KAMLA SINHA: This is after the Moscow event. That should be taken note of.

SHRI RAJESH PILOT : As for STD facility in the particular town which the honourable Member has mentioned, he can let me know the name of the town and I will certainly look into it.

MR. CHAIRMAN : He said towns with a population of more than 10,000 should be provided with STD facility in the PCO.

SHRI RAJESH PILOT : We have to see the feasibility. Wherever we can do it...

MR. CHAIRMAN : He said towns with a population of more than 10,000 should be provided with the STD facility.

SHRI RAJESH PILOT : I will certainly look into it. We want to earn money. We want to give maximum STD facilities. One device through which we can get more money is by giving more and more STD facilities. It is an encouragement to the department to add to its resources. As regards the second part of his question, I don't think I contacted the Member whether he would join the Congress or not (*Interruptions*). But if he loves the Congress ideology, it is for him.

SHRI MD. SALIM: The Minister wanted me to give the name of the town. It is Kodarma in Hazaribagh District, Bihar.

श्री सभापति : आप सवाल पूछिए ।

श्री जगदीश प्रसाद माथुर : श्रीमन्, यह देखा गया है कि टेलीफोन लंबे समय तक खराब रहते हैं । मेरा टेलीफोन मेंबर पार्लियामेंट के नाते मथुरा में लगा जब मैं एम.पी. बना । उसको लगने में ढाई तीन महीने लगे, इसकी मैं मंत्री से शिकायत नहीं कर रहा हूं, लेकिन अब हर रोज

शिकायत होती है कि वह खराब रहता है। मैंरा नंबर 5254 है। ... (व्यवधान)

श्री सभापति : अब ठीक हो गया है या नहीं ?

श्री जगदीश प्रसाद माथुर : वहां कोई चिन्ता नहीं करता है। वह 15 दिन से खराब है। वह देखें न देखें उनकी मरज़ी है, बहुत झगड़ा करने के बाद तो वह इंस्टाल हुआ .. (व्यवधान)

श्री सभापति 15 दिन तो चलता आपको खुश होना चाहिए।

श्री जगदीश प्रसाद माथुर : बात यही है। तो जो लंबे समय तक, हफ्ते भर तक खराब रहे उनको कंपेंसेट करने के लिए मंत्री जी क्या करने जा रहे हैं ?...

श्री सभापति : वहां से कोई एस.टी.डी. नहीं करेगा तो पैसे बच जाएंगे, आप कंपेंसशन क्यों मांग रहे हो ?

श्री जगदीश प्रसाद माथुर : अगर इतनी गरीबी आ गई है तो महीने की तनख्वाह में सौ पचास रुपए दे सकते हैं।... (व्यवधान)

श्री सुरेन्द्रजीत सिंह अहलुवालिया : महोदय, ये क्रॉनिक बेचलर हैं, ये कुंवारे हैं, इसलिए इनका टेलीफोन काम नहीं करता ...

श्री सभापति : इसीलिए परेशान हैं ... (व्यवधान)

श्री जगदीश प्रसाद माथुर : अब मैं समझ गया कि अहलुवालिया जी किस काम के लिए अपने टेलीफोन का इस्तेमाल करते हैं।

श्री सुरेन्द्रजीत सिंह अहलुवालिया : बीवी बच्चों का तो टेलीफोन आता ही रहता है।

श्री जगदीश प्रसाद माथुर : तो मेरा सवाल यह है कि जहां 5-7 दिन लगातार टेलीफोन खराब रहे उनके बारे में आप क्या करेंगे ? जैसा मुझे स्मरण है पिछली सरकार ने घोषणा की थी कि जो टेलीफोन ऐसे रहेंगे उनको कंपेंसेट किया जाएगा।

इसी के साथ मेरा दूसरा प्रश्न यह है कि एस०टी०डी० जहां चलता है उसके साथ आपने फैक्स लगा दिए हैं। जहां पी०सी०ओ० हैं वहां एस०टी०डी० आप देते हैं तो वहां पर फैक्स की फैसिलिटी भी देने पर विचार करेंगे क्योंकि इससे जिनको आप फायदा पहुंचाना चाहते हैं तो जहां एस०टी०डी० से उनको एक रुपए का फायदा होगा वहां फैक्स से वह 10 रुपए कमा सकते हैं।

श्री राजेश पायलट : श्रीमन्, यह जो विभाग है यह सेवा का विभाग है और कितनी ही आदमी सेवा करें कोई न कोई त्रुटि सेवा में रह जाती है। मैं मानता हूं साथ ही साथ कि किसी न किसी भाई का तो टेलीफोन खराब होगा और रहेगा भी। इसके लिए हम हर संभव कोशिश कर रहे हैं कि इसमें जितना सुधार हो सके करें। लेकिन यह अकेले डिपार्टमेंट नहीं कर पाएगा, अकेले कानून से हम नहीं कर पाएंगे, इसमें आप का सबका सहयोग आवश्यक है। जैसे जैसे हम लोग सलाह करके आपके सहयोग से सुधार लाएंगे तो सुधार अवश्य होगा। इसके लिए हमने निर्णय किया कि जिनका टेलीफोन खराब है वह कंप्लेंट करें एक्सचेंज को और लिखित में भी दे दें तो 24 घंटे के अंदर हम टेलीफोन को ठीक करने की कोशिश करेंगे। नहीं ठीक होगा तो बताएंगे कि इसमें मेजर फाल्ट है। वह कंप्लेंट रजिस्टर हो जाएगी और उसमें रिबेट भी मिल जाएगा। इससे सुधार भी होगा। तो एक तो हमने यह पालिसी बनाई है कि 24 घंटे के अंदर अंदर जब आप कंप्लेंट करेंगे, हर एक्सचेंज में हमने एक टेलीफोन नंबर लगाया है कि उस पर आप कंप्लेंट कर सकते हैं और 24 घंटे में आपका फाल्ट वह रिपेयर करेंगे। नहीं करते हैं तो आपको बताएंगे। अगर यह प्रणाली भी ठीक नहीं चलती है तो उसमें सुधार करेंगे।

श्री जगदीश प्रसाद माथुर : मैंने मथुरा की बात कही । वहां क्या यह सिस्टम है ? क्या आप रिबेट देंगे ? मैं तो अपने पार्लियामेंट के मैंबर के टेलीफोन की बात कर रहा हूं, किसी और आदमी की बात नहीं बता रहा हूं । रिबेट आप क्या देंगे ? रिबेट का फार्म क्या होगा ?

श्री राजेश पायलट : : सभापति जी, हमने जो यह प्रणाली बनाई है, यह सारे देश के लिए बनाई है और हम इसको क्रियान्वित करने की कोशिश कर रहे हैं । अब जो सवाल इन्होंने उठाया है कि पिछली सरकार में कुछ घोषणाएं हुई थीं, वह तो इनकी सरकार थी । पता नहीं क्या घोषणाएं हुई थीं और क्या लागू हुई ।

श्री सभापति : वह सबको मालूम है । उस झगड़े में मत पड़ो ।

श्री जगदीश प्रसाद माथुर : मेरे प्रश्न का दूसरा हिस्सा यह था कि जहां एस. टी. डी. है वहां फैक्स लगाया जा सकता है या नहीं ?

श्री राजेश पायलट : : इनका दूसरा सवाल यह है कि जहां एस.टी.डी. है वहां फैक्स भी आप दे दें तो लोगों को मदद मिलेगी । इस पर हमने विचार किया है । जहां-जहां हम दे पाएंगे, जहां-जहां बॉयेबल होगा वहां हम देने की कोशिश करेंगे लेकिन अगर हम मथुरा में दे दें और कोई यूज करने वाला न हो तो जो हम इन्वैस्टमेंट उस पर करेंगे, उसका कोई फायदा नहीं होगा । इसलिए जहां देना संभव होगा, वहां दे देंगे । अगर माननीय सदस्य यह महसूस करें कि किसी खास जगह देना जरूरी है तो वह मुझे लिखकर भेज दें, मैं प्रायोरिटी बेसिस पर इसकी व्यवस्था करवाने की कोशिश करूंगा ।

MR. CHAIRMAN: Question No. 124. Mr. Sukhomal Sen,

Mismanagenent in I. C. W. A.

*124. SHRI SUKOMAL SEN: Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether Government are aware of innumerable complaints being made by the readers, researchers and also the employees of Indian Council of World Affairs about gross mismanagement of this Institute; and

(b) what steps Government are contemplating to save this Institute from fast decline and restore its ariginal glory?

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SHRI EDUARDO FALEIRO): (a) Yes, Sir.

(b) Government are considering various measures including the possibility of reintroducing a Bill in Parliament to improve the ICWA and restore its origilal standard.

SHRI SUKOMAL SEN: Sir, the reply is zero.

MR. CHAIRMAN: Zero?

SHRI SUKOMAL SEN: Yes. It is almcst zero; he has said nothing at all.

Sir, the fact is that the Indian Council of World Affairs was a very important organization in Delhi and it was a highly etseemed organization in the whole world. Several scholars used to come here for the many facilities available. Now, it is on the decline and it is disintegrating. In June 1990, the then Government issued an Ordinance and took over this institution as an institution of national importance. Then the Government also introduced a Bill which was passed by the Rajya Sabha. Meanwhile, the Government came down and the Bill could not be passed. In the meantime, the High Court of Punjab and Haryana gave a verdict against the Ordinance. So, the gentleman who was the President of that Council was reinstated. But, Sir, that gentleman is mainly responsible for this disintegraton and